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General information about status reports

Area of application

This description of the status reports is valid for the print components of all the devices listed in the header bar and their options.

Display of status reports

During operation, tests are continually carried out to determine whether a malfunction has occurred. If a malfunction is detected, the corresponding status report appears on the display.

- 64-xx / ALX 92x / DPM / PEM / PM 3000 only:
  If the parameter SYSTEM PARAMETER > Signal buzzer is set to *On*, an additional tone signal is given.
- 64-xx / ALX 92x / DPM / PEM / PM 3000 with “Gen. 3” electronics only:
  During a status message, the background light changes from green to red.

The status can be requested using the serial interface (see Easy-Plug command #!Xn).

Display

The status report shown on the display is assembled as follows:

```
Status                xxxx
TextTextTextTextTextTe
```

- *Status:* Is replaced by either „PrintStatus“ or „QueueStatus“.
  - -- *PrintStatus* means, the error is caused by malfunction of the printer, independent of the sent print job. This is a message of the printer control.
  - -- *QueueStatus* means, the error is caused by a faulty Easy-Plug command in the print job. This is a message of the Easy-Plug interpreter.
- *xxxx* signifies a status number in the range from 0001 to 9999. Using this number the user can look up the status of the printer in the following directory of status reports.
- *TextTextTextText* stands for a short display text which belongs to each status number. In many cases, the status of the printer can be identified just on the basis of this short display text.

More detailed information about the status reports and any measures which may need to be taken is given in the descriptions of the status reports which follow the list of status reports.

Example

```
PrintStatus           8704
IDM Init. Error
```

Acknowledging status reports

Self-acknowledging

Self-acknowledging status reports only show an event taking place in the device, and are simply for informing the operator about this event. The

message appears for a short period on the display and is accompanied by a short signal tone. The device continues to operate without any intervention from the user.

➠ Pay attention to each message in order to punctually prevent malfunctions.

Acknowledging

Status reports which are to be acknowledged must be confirmed by the operator as the activating event or malfunction endangers normal operation. The message appears on the display for so long until the malfunction has been corrected and acknowledged with the Enter button. A short signal tone is also given when the message appears.

Disabling

Messages which are shown following serious errors. This condition can be ended with a "warm start" (press Cut+Online+Feed buttons) or by switching off the printer.

Self-acknowledging	Header not underlined
Acknowledging	Header underlined once
Disabling	Header underlined twice

Tab. 1 The way of acknowledgment, a status message requires, can be detected by the text format used for the header. The gravity of a status message increases with the number of underlines.

General software errors

Errors in the firmware can never be completely ruled out. Such errors are described in the error directory as "General software errors". They can only be corrected by the manufacturer.

➔ If errors which are described in the error directory as "General software errors" repeatedly occur, please notify the manufacturer, quoting the error number and the circumstances in which the error occurred.

Easy-Plug errors

Errors in the Easy-Plug code can be detected much easier with firmware version x.33 or higher. This requires the following setting:

SYSTEM PARAMETERS > EasyPlug error = “Strict handling”

The Easy-Plug command, which caused the error, is displayed after approx. 2 seconds in the lower display line. The displayed text is up to 30 characters long and is scrolled automatically.

If a single character caused the error, this character is marked with „>> <<„ in the display text, to facilitate the detection.

By pressing the cut button, the display can be toggled between error message and Easy-Plug command text.

Unspecific errors

Some errors can have more than one cause. To be able to find the specific reason for such an error, it is important that it can be reproduced.

➔ Send the following items of information as complete as possible to the manufacturer – preferably as files:

- *Layout* and/or *printjob*, which makes the status message appear
- *Parameter configuration* of the printer, when the error occurs
- *Log file* of the printjob until the error occurs

➔ Use parameter SPECIAL FUNCTION > Parameter to CF, to save the current parameter configuration.

➔ Use parameter SERVICE FUNCTION > EasyPlug monitor, to send the received Easy-Plug data to a serial interface. Alternatively, with some printer types, log files of the printjob can be saved on memory card (SPECIAL FUNCTION > Parameter to CF).

Our Technical Support will try hard to find a solution by reproducing the situation which caused the error.

Not listed status reports

Some status reports are not shown in the list of status reports. They provide developers of the printer firmware and trained service personnel with information about special conditions, particularly with regards to the printer firmware.

➔ If your printer displays status reports which are not included in the following list, please refer to the authorised service office. Make a note of the status number and the circumstances in which the message occurred.

Listing of all Status reports

1000 No new command

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1001 Parameter Table

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1002 Comm. sorting

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1003 Too many slashes

Status General software error

Measure ➔ Please read the notes in section General software errors.

1004 Slash w/o param.

Status General software error

Measure ➔ Acknowledge by pressing the on-line button.

➔ Please read the notes in section General software errors.

1005 2 same commands

Status General software error

Measure ➔ Acknowledge by pressing the on-line button.

➔ Please read the notes in section General software errors.

1006 Letter incorrect

Status General software error: self-acknowledging

Measure ➔ Please read the notes in section General software errors.

1007 Command incorr.

Status Unknown command.

Measure ➔ Check Easy Plug sequence.

1008 Subcomm. incorr.

Status Unknown letter in a subcommand.

Measure ➔ Check Easy Plug sequence.

1009 Param. tab inc.

Status General software error

Measure ➔ Acknowledge by pressing the on-line button.

➔ Please read the notes in section General software errors.

1010 #ER x #Q !

Status One or more illegal commands between #ER and #Q.

Measure ➔ Check transmitted Easy Plug sequence.

➔ Please read the notes in section Easy-Plug errors.

1011 #ER missing

Status One or more format commands without leading #ER (self-acknowledging)

Measure ➔ None. The command is still carried out.

➔ Please read the notes in section Easy-Plug errors.

1012 #IM x #Q !

Status One or more illegal commands between #IM and #Q.

Measure ➔ Check Easy Plug sequence.

➔ Please read the notes in section Easy-Plug errors.

1013 Comm. flag inc.

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1014 Uninit integer

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1015 Uninit float

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1016 Uninit string

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1017 Uninit discr

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1018 Too many discr

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1019 Uninit BCD para.

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please pay attention to the notes in chapter General software errors.

1020 Too much image

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please pay attention to the notes in chapter General software errors.

1021 Uninit image par

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please pay attention to the notes in chapter General software errors.

1022 Too many files

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Pay attention to the notes in section General software errors.

1023 Uninit File Para

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please pay attention to the notes in chapter General software errors.

1024 Com. too long

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please pay attention to the notes in chapter General software errors.

1025 Com twice there

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please pay attention to the notes in chapter General software errors.

1026 Comm. w/o. flag

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1027 Uninit parameter

Status Parameter could not be initialised.

Measure ➔ Acknowledge by pressing the Online button.

1028 Parameter uninit

Status General software error

Measure ➔ Acknowledge by pressing the Online button.

➔ Please read the notes in section General software errors.

1029 Param. incorr.

Status Incorrect parameter in the command.

Measure ➔ Check Easy Plug sequence.

➔ Please read the notes in section Easy-Plug errors.

1030 Command incorr.

Status Error during the command interpretation.

Measure ➔ Check Easy Plug sequence.

➔ Please read the notes in section Easy-Plug errors.

1031 Too many slashes

Status Too many parameters between two slashes.

Measure ➔ Check Easy Plug sequence.

➔ Please read the notes in section Easy-Plug errors.

1032 Incorrect char.

Status Parameter contains an invalid character.

Measure ➔ Check Easy Plug sequence.

➔ Please read the notes in section Easy-Plug errors.

1033 Uninit flash par

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1034 Uninit restrict

Status A „restricted string“ parameter could not be initialized.

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1035 Uninit combi

Status General software error. A combi parameter could not be initialized.

Measure ➔ Confirm by pressing the Online button.

➔ Please read the notes in section General software errors.

1036 Wrong combi para

Status General software error. A combi parameter could not be initialized.

Measure ➔ Confirm by pressing the Online button.

➔ Please read the notes in section General software errors.

1037 Software error

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1038 Software error

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1087 OLV not active

Status OLV- specific Easy Plug commands have been used (#OLVI or #OLVD), *without* having set the printer to OLV use at first.

Measure
➔ Set the printer to OLV use.
❍ See parameter INTERF. PARAM > COM2 PORT > Function Option.

1088 No realtimeclock

Status RTC-specific Easy Plug commands have been used (#YS or #YC), *without* having a RTC installed.

Measure
➔ Install a RTC.
❍ For details refer to the Service Manual, topic section "General Service", chapter "Assembling accessories" / "Option board".

1089 Seek Fkt. Error

Status General software error. An error occured while processing the function „seek“ in the internal file system of the printer.

Measure
➔ Confirm by pressing the Online button.
➔ Please read the notes in section General software errors 🗋.

1090 Incomplete Job

Status The actual print job was not terminated by the #Q command. In other words, after a start command #ER for a label format follows another #ER command without the first format being terminated by #Q.

Measure
➔ Confirm by pressing the Online button.
➔ Terminate the print job with a #Q command.

1091 Wrong var field

Status An error occured while interpreting the text string of a variable data field. The error could e.g. be caused by a #YT or a #YB command (Easy Plug). Self-acknowledging error.

Measure
➔ Check the text strings of variable data fields.

1092 Rename file

Status General software error

Measure
➔ Please read the notes in section General software errors 🗋.

1093 Delete file

Status File cannot be deleted.

Measure
➔ Check whether the file name is written correctly; check whether the file is write-protected.

1094 More than 3 figs

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1097 Out of memory

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1099 File end

Status General software error

Measure ➔ Please read the notes in section General software errors.

1101 Wrong time/date

Status Easy-Plug command #RTC (set realtime clock): unvalid date or wrong date/time format.

Measure ➔ Check command #RTC in the current printjob.

➔ Please read the notes in section Easy-Plug errors.

1110 Opening Bracket

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1111 Closing Bracket

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1112 Para: No Value

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1113 No Default Value

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1114 < Limit value

Status A sent Easy Plug command contains a value which exceeds the admissible range at the bottom limit. The faulty value is replaced automatically by a default value matching the limits.

Example: #YT109/-1/. The value –1 has been assigned to the parameter d. Admissible for d are the values 0, 1, 2, 3. Therefore, -1 exceeds the value range at the bottom limit.

Measure
➔ Check the Easy Plug command on admissible values and correct them if necessary.

➔ Please read the notes in section Easy-Plug errors.

1115 > Limit value

Status A sent Easy Plug command contains a value which exceeds the admissible range at the top limit. The faulty value is replaced automatically by a default value matching the limits.

Example: #YT109/5/. The value 5 has been assigned to the parameter d. Admissible for d are the values 0, 1, 2, 3. Therefore, 5 exceeds the value range at the top limit.

Measure
➔ Check the Easy Plug command on admissible values and correct them if necessary.

➔ Please read the notes in section Easy-Plug errors.

1120 Incorr. logo no.

Status Logo no. is invalid because it is outside of the address field. (self-acknowledging)

Measure
➔ Check whether the logo no. has been given as being smaller than 0 (zero) or larger than 255.

1121 Logo exists

Status Logo already exists.

Measure
➔ Change the designation of the logo; repeat saving.

1122 Creating logo

Status General software error

Measure
➔ Please read the notes in section General software errors.

1123 Rename logo

Status General software error

Measure
➔ Please read the notes in section General software errors.

1124 Logo file

Status General software error

Measure ➔ Please read the notes in section General software errors.

1125 Delete error

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1126 File creation

Status Faulty Easy-Plug code. A file could not be created. The error may e.g. be caused by a faulty filename or by too less printer memory.

Measure ➔ Check all used filenames for length, applied characters, etc. Change the name if faulty.

➔ Check the printer for enough memory.

➔ Please read the notes in section Easy-Plug errors.

1127 File format

Status A file name doesn´t match the (DOS-) filename convention.

Measure ➔ Check all used filenames for length, applied characters, etc. Change the name if faulty.

1128 File exists

Status Faulty Easy-Plug code. A file is ought to be loaded into the printer memory via #DF command. The command was used without adding the parameter "O" for "Overwrite", but a file already exists under the given name.

Measure ➔ Rename one of both files or set the parameter "O".

➔ Please read the notes in section Easy-Plug errors.

1130 Float overflow

Status Number of figures is too high for a floating comma variable.

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Reduce the number of figures.

1131 Combi overflow

Status Number of figures is too high for a combi variable.

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Reduce the number of figures.

1140 Line too long

Status Error during conversion from EPT into BIN: permitted line length exceeded.

Measure ➔ Reduce line length.

1141 Para. incorr. BI

Status Error during processing of a Bit Image parameter.

Measure ➔ Acknowledge by pressing the on-line button.

1150 Integer overflow

Status Too many figures for an integer variable.

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Reduce the number of figures.

1160 String too long

Status A string parameter exceeds the maximum string length of 256 characters (1024 characters in 2-dimensional bar codes respectively).

Measure ➔ Reduce the number of characters in the string.

1170 X Pos > width

Status Faulty Easy-Plug code. X position exceeds permitted maximum value.

Result The previously set print offset is retained.

Measure ➔ Reduce value for X position.

➔ Please read the notes in section Easy-Plug errors.

1171 X Pos < zero

Status Faulty Easy-Plug code. Value for X position < zero.

Result The previously set print offset is retained.

Measure ➔ Check value for X position for signs.

➔ Please read the notes in section Easy-Plug errors.

1172 Y Pos > length

Status Faulty Easy-Plug code. Y position exceeds the label length.

Result The previously set print offset is retained.

Measure ➔ Reduce value for Y position.

➔ Select a longer label.

➔ Please read the notes in section Easy-Plug errors.

1173 Y Pos < zero

Status Faulty Easy-Plug code. Value for Y position < zero.

Result The previously set print offset is retained.

Measure ➔ Check value for Y position for signs.

➔ Please read the notes in section Easy-Plug errors.

1174 Max width: right

Status Maximum label width, right, reached. Elements such as character, line or logo do not fit into the physical print format (self-acknowledging)

result Only elements which completely fit into the print format are printed.

Measure ➔ Alter value for width or position of elements.

➔ Please read the notes in section Easy-Plug errors.

1175 Max width: left

Status Faulty Easy-Plug code. Maximum label width, left, reached. Elements such as character, line or logo do not fit into the physical print format (self-acknowledging)

result Only elements which completely fit into the print format are printed.

Measure ➔ Alter value for width or position of elements.

➔ Please read the notes in section Easy-Plug errors.

1176 Max length: top

Status Faulty Easy-Plug code. Maximum label length, top, reached.

Measure ➔ Correct label layout: Position the drawing elements in a way that they fit on the label or modify the label length.

➔ Please read the notes in section Easy-Plug errors.

1177 Max length: bot.

Status Faulty Easy-Plug code. Maximum label length, bottom, reached.

Measure ➔ Correct label layout: Position the drawing elements in a way that they fit on the label.

➔ Please read the notes in section Easy-Plug errors.

1178 x Dots < zero

Status Bit Image:

Measure ➔ Switch printer off and then back on again after thirty seconds.

1200 GetRLE reset st

Status (number of bytes) * (number of lines) does not correspond to the file length.

Measure ➔ Switch printer off and then back on again after thirty seconds.

1201 GetRLE error st

Status GetRLE byte has error status.

Measure ➔ Switch printer off and then back on again after thirty seconds.

1210 itoa Short Strin

Status General software error

Measure ➔ Please read the notes in section General software errors.

1240 New FS>E

Status General software error

Measure ➔ Please read the notes in section General software errors.

1241 New Read Pointer

Status Faulty memory assignment for print jobs.

Measure ➔ Please read the notes in section Unspecific errors.

1242 New FE in job

Status Faulty memory assignment for print jobs.

Measure ➔ Please read the notes in section Unspecific errors.

1243 New delete order

Status Faulty memory assignment for print jobs.

Measure ➔ Please read the notes in section Unspecific errors.

1244 New wrong pos.

Status Faulty memory assignment for print jobs.

Measure ➔ Please read the notes in section Unspecific errors.

1245 New no space

Status Faulty memory assignment for print jobs.

Measure ➔ Please read the notes in section Unspecific errors.

1246 New HP no space

Status Faulty memory assignment for print jobs.

Measure ➔ Please read the notes in section Unspecific errors.

1247 Out of memory

Status Faulty memory assignment for print jobs.

Measure ➔ Please read the notes in section Unspecific errors.

1260 TimeDate string

Status General software error

Measure ➔ Acknowledge by pressing the on-line button.

➔ Please read the notes in section General software errors.

1270 #-comm. invalid

Status General software error

Measure ➔ Please read the notes in section General software errors.

1272 Wrong #!..

Status Faulty Easy-Plug code. Faulty use of the immediate command "#!A..". The specified parameter value exceeds the admissible value range (0 to 31).

Measure ➔ Specify an admissible parameter value.

➔ Please read the notes in section Easy-Plug errors.

1273 Wrong #!C..

Status Faulty Easy-Plug code. Faulty use of the immediate command "#!C..". The specified parameter value exceeds the admissible value range (A, F).

Measure ➔ Specify an admissible parameter value.

➔ Please read the notes in section Easy-Plug errors.

1276 #!P wrong number

Status Faulty Easy-Plug code. Faulty use of the immediate command "#!P..". The specified parameter value exceeds the admissible value range (0 to 31).

Measure ➔ Specify an admissible parameter value.

➔ Please read the notes in section Easy-Plug errors.

1277 Wrong #!S..

Status Faulty Easy-Plug code. Faulty use of the immediate command "#!S..". The specified parameter value exceeds the admissible value range (P, R).

Measure
- ➔ Specify an admissible parameter value.
- ➔ Please read the notes in section Easy-Plug errors.

1278 Wrong #!X..

Status Faulty Easy-Plug code. Faulty use of the immediate command "#!X..". The specified parameter value exceeds the admissible value range (S, B, P).

Measure
- ➔ Specify an admissible parameter value.
- ➔ Please read the notes in section Easy-Plug errors.

1279 #!X wrong number

Status Faulty Easy-Plug code. Faulty use of the immediate command "#!X..". The specified parameter value exceeds the admissible value range.

Measure
- ➔ Specify an admissible parameter value.
- ➔ Please read the notes in section Easy-Plug errors.

1282 Spooler FB > L

Status General software error

Measure
- ➔ Switch printer off and then back on again after thirty seconds.
- ➔ Please read the notes in section General software errors.

1285 #!-comm. incorr.

Status Faulty Easy-Plug code. Faulty use of the immediate command "#!..!. The specified letter is unknown.

Measure
- ➔ Specify an admissible letter.
- ➔ Please read the notes in section Easy-Plug errors.

1290 Label limit

Status Faulty Easy-Plug code. Value for x or y position exceeds the label limit.

Measure
- ➔ Reduce the value for the x or y position.
- ➔ Please read the notes in section Easy-Plug errors.

1291 Draw field

Status Faulty Easy-Plug code. Function call, drawing object, unsuccessful.

- ➔ Please read the notes in section Easy-Plug errors.

1300 Invalid Command

Status General software error

Measure ➔ Please read the notes in section General software errors.

1301 Table full

Status General software error

Measure ➔ Please read the notes in section General software errors.

1310 Wrong Field ID

Status The error can have several causes.

Measure ➔ Please read the notes in section Unspecific errors.

1320 No Default Value

Status Faulty Easy-Plug code.

Measure ➔ Please read the notes in section Easy-Plug errors.

1321 Bar Code Object

Status Faulty Easy-Plug code regarding the declaration of a bar code.

Measure ➔ Please read the notes in section Easy-Plug errors.

1322 Logo Object

Status Faulty Easy-Plug code regarding the declaration of a logo.

Measure ➔ Please read the notes in section Easy-Plug errors.

1323 Line Object

Status Faulty Easy-Plug code regarding the declaration of a line.

Measure ➔ Please read the notes in section Easy-Plug errors.

1324 Rectangle Object

Status Faulty Easy-Plug code regarding the declaration of a rectangle.

Measure ➔ Please read the notes in section Easy-Plug errors.

1325 Truedoc Object

Status The error can have several causes.

Measure ➔ Please read the notes in section Unspecific errors.

1326 Fix Field Creati

Status Faulty Easy-Plug code regarding the declaration of a field.

Measure ➔ Please read the notes in section Easy-Plug errors.

1327 Update Field Cre

Status Faulty Easy-Plug code regarding the declaration of a field.

Measure ➔ Please read the notes in section Easy-Plug errors.

1328 Var Field Creati

Status Faulty Easy-Plug code regarding the declaration of a field.

Measure ➔ Please read the notes in section Easy-Plug errors.

1329 Count Field Crea

Status Faulty Easy-Plug code regarding the declaration of a counting field.

Measure ➔ Please read the notes in section Easy-Plug errors.

1330 Create clk. field

Status General software error

Measure ➔ Please read the notes in section General software errors.

1331 Field type inv.

Status Invalid field type

Measure ➔ Acknowledge by pressing the Online button.

1332 Field length inc.

Status General software error

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Please read the notes in section General software errors.

1333 Logo not there

Status Selected logo does not exist.

Measure ➔ Check file name / existence of the logo.

1334 #YV Data incorr.

Status Illegal entries for a #YV field (variables data field).

Measure ➔ Acknowledge by pressing the Online button.

➔ Correct data.

➔ Please read the notes in section Easy-Plug errors.

1335 #YV Field cont.

Status Content of the #YV field (variables data field) could not be pasted.

Measure ➔ Acknowledge by pressing the Online button.

➔ Please read the notes in section Easy-Plug errors.

1336 #YV no. incorr.

Status #YV field (variables data field) with the given no. not found.

Measure
- ➔ Acknowledge by pressing the Online button.
- ➔ Check the number of the #YV field.
- ➔ Please read the notes in section Easy-Plug errors.

1390 Web width zero

Status The printer was set to printing several label rows (Easy Plug command #ER, n > 1); but the label width was by fault set to zero (b = 0).

Measure
- ➔ Correct the #ER command regarding the setting of parameter b.
- ➔ Please read the notes in section Easy-Plug errors.

1391 Web > Width

Status The printer was set to printing several label rows (Easy Plug command #ER, n > 1); but both or one of the parameters n and b are set in a way that n * b (label row width * no. of rows) exceeds the material width.

Measure
- ➔ Correct the #ER command regarding the setting of parameters n and b.
- ➔ Please read the notes in section Easy-Plug errors.

1392 Job memory full

Status The error can have several causes.

Measure
- ➔ Please read the notes in section Unspecific errors.

1393 Job struct creat

Status The error can have several causes.

Measure
- ➔ Please read the notes in section Unspecific errors.

1394 Invalidation

Status General software error

Measure
- ➔ Switch printer off and then back on again after thirty seconds.
- ➔ Please read the notes in section General software errors.

1395 Label too wide

Status A printjob contains an #IM-command which sets the label width to a measure exceeding the maximum print width. The maximum print width depends on the printer type.

❍ Refer to the user manual, topic section „Specifications“ for the maximum label width.

Measure

➔ Reduce the label width set by the #IM-command in the concerned print job, until the label width matches the maximum print width.

➔ Please read the notes in section Easy-Plug errors.

1396 Label too long

Status Label length setting exceeds the maximum label length. The maximum label length depends on the memory configuration of the printer.

❍ The info-printout „Memory Status“ shows among other data the maximum label length. Read more about info-printouts in topic section „Info-Printouts and Parameters“.

Measure

➔ Reduce the label width setting.

➔ Please read the notes in section Easy-Plug errors.

1397 Label too short

Status The label length defined in the #IM command is smaller than the minimum admissible length. The label length is set to the minimum value.

Measure

➔ Correct the length value in the label layout definition.

➔ Please read the notes in section Easy-Plug errors.

1398 Label too small

Status The label width defined in the #IM command is smaller than the minimum admissible width. The label width is set to the minimum value.

Measure

➔ Correct the width value in the label layout definition.

➔ Please read the notes in section Easy-Plug errors.

1470 X-Offset

Status The x-position of a layout element (graphics, text, ...) is beyond the label margin. The element is shifted automatically to the first admissible position at the correct side of the margin.

Measure

➔ Check the x-positions of the layout elements and change them, if necessary.

➔ Please read the notes in section Easy-Plug errors.

1471 Y-Offset

Status The y-position of a layout element (graphics, text, ...) is beyond the label margin. The element is shifted automatically to the first admissible position at the correct side of the margin.

Measure
➔ Check the y-positions of the layout elements and change them, if necessary.

➔ Please read the notes in section Easy-Plug errors.

1501-1535 Messages, which can occur in MLI emulation mode

Avery Dennison´s MONARCH LANGUAGE INTERPRETER™(MLI™) helps you use an Avery Dennison AP 4.4, AP 5.4, 64-xx, ALX 92x, DPM, PEM or AP 7.t printer which was set up for use with ZIH Corp.´s ZPL II® [1]. If you have any questions about using an Avery Dennison printer with these data streams, please contact Service.

This section lists the error messages that may appear when using the ZPL II® commands interpreted by the Avery Dennison printer´s MONARCH LANGUAGE INTERPRETER™.

1501 Unknown MLI Cmd

Error level 1

Status An uninterpretable command was encountered.

Measure
➔ Check, if the printjob was proceeded correctly. If yes, ignore the message, if no, modify the printjob.

1502 MLI Hash Error

Error level 1

Status General software error.

Measure Read chapter General software errors on page 8.

1503 Filename Too Long

Error level 1

Status Filename is too long.

Measure
➔ Rename the file with a shorter name.

[1] ZPL II is a registered trademark of ZIH Corp. ZIH Corp. and Avery Dennison (including Paxar Corporation and its subsidiaries) are not related in any way, and ZIH Corp. has not licensed or otherwise sponsored MONARCH® printers or Avery Dennison's MONARCH LANGUAGE INTERPRETER™. MONARCH®, MONARCH LANGUAGE INTERPRETER, MLI are trademarks of Paxar Americas, Inc. Avery Dennison is a registered trademark of Avery Dennison Corporation.

1504 Param > Max

Error level 1

Status Parameter exceeds the maximum value defined

Measure ➔ Shorten the parameter.

1505 Param < Min

Error level 1

Status Parameter is shorter than the admissible minimum value allowed.

Measure ➔ Modify the parameter.

1506 No Previous

Error level 1

Status Graphics command is to set current row data to previous row data, but previous row data doesn't exist.

Measure ➔

1507 Not enough data

Error level 1

Status Data for graphics command is not enough.

Measure ➔ Check and modify graphics data.

1508 String Too Long

Error level 1

Status String characters exceeds the maximum number of characters which the particular string parameter can take.

Measure ➔ Check and modify the command.

1509 Wrong Byte Cnts

Error level 1

Status The row size or total size parameters is not valid (equals 0). Occurs when download graphic or download font commands in process.

Measure ➔ Check and modify the command.

1510 Wrong Param

Error level 1

Status Control characters are not allowed for discrete parameter (single letter parameter).

Measure ➔ Check and modify the command.

1511 Bar Parm Error

Error level 1

Status Parameters to a barcode command is wrong or does not conform with specs.

Measure ➔ Modify the bar code command.

1512 Code128 Mode Err

Error level 1

Status Code128 barcode command specifying mode type other than 'AUTO'.

Measure ➔ Modify the bar code command.

1513 Wrong Mode

Error level 2

Status Coda block barcode command specifying mode type other than 'F'.

Measure ➔ Modify the bar code command.

1514 ^BX Parm Err.

Error level 2

Status Data Matrix bar code command specified an escape sequence character. This is not supported in this printer.

Measure ➔ Modify the bar code command.

1515 Conv to ECC200

Error level 1

Status Data Matrix barcode command specified non ECC200 level. Program is attempting to convert to ECC200.

Measure ➔ Modify the bar code command.

1516 Bad Drive: x

Error level 2

Status The drive selected is not a valid drive. (We support only 'R' and 'B').

Measure ➔ Select a valid drive.

1517 Mask String: x

Error level 2

Status The mask string used in ^SF command is not supported.

Measure ➔ Modify the print job.

1518 Bad Format: x

Error level 2

Status The graphic format selected is not supported by Avery ZPL Emulation (Compressed binary and PNG format).

Measure ➔ Convert graphic into a supported format.

1519 Cmd Init Error

Error level 1

Status General software error.

Measure Read chapter General software errors 🗋 on page 8.

1520 Unsupported Cmd

Error level 1

Status Non critical commands that is not supported by this printer.

Measure ➔ Check and modify the commands in the printjob.

1521 Unsupported: x

Error level 2

Status Critical commands that is not supported by this printer.

Measure ➔ Check and modify the commands in the printjob.

1522 Bad Char Set x

Error level 2

Status The character set selected by ^CI command is not supported.

Measure ➔ Replace the character set by a supported set.

1523 Cmd Parm Error

Error level 1

Status Error encountered while parsing command parameter.

Measure ➔ Check and modify the commands in the printjob.

1524 d/mm not chg x

Error level 2

Status Command attempting to lower print density assuming a 200 dpi printer.

Measure ➔ Check and modify the commands in the printjob.

1525 USI not exist

Error level 1

Status The printer is not equipped with a USI board.

Measure ➔ Modify the printjob.

➔ Install a USI board.

1526 Can't Off CV

Error level 1

Status Command attempting to turn off barcode validations.

Measure ➔ Check and modify the commands in the printjob.

1527 Offset illegal

Error level 2

Status RTC command specified a clock offset not supported by this printer (possibly a negative offset).

Measure ➔ Correct the command.

1528 Language illegal

Error level 2

Status Language specified by RTC command is not English or German.

Measure ➔ Correct the command.

1529 Invalid Prn Mode

Error level 1

Status Print modes other than cutter mode are selected (Tear-off, Rewind or Peel-off modes in ^MM command).

Measure ➔ Correct the command.

1530 Inc free str mem

Error level 2

Status Not enough free store memory.

Measure ➔ Increase the value set in SYSTEM PARAMETER > Free store size (at least 2048 Kbytes).

1531 Inc RAM disc

Error level 2

Status Not enough RAM disc.

Measure ➔ Increase the value set in SYSTEM PARAMETER > Ram disk size (at least 2048 Kbytes).

1532 No Fixfont

Error level 2

Status No fixfonts in Flash.

Measure ➔ Load fixfont.

1533 No Speedo Font

Error level 2

Status No Speedo font in Flash.

Measure ➔ Load speedo font.

1534 ^XA missing

Error level 1

Status Command should be placed inside of ^XA…^XZ pair.

Measure ➔ Modify the printjob.

1535 ^XZ missing

Error level 1

Status Command should be placed outside of ^XA…^XZ pair.

Measure ➔ Modify the printjob.

2000-2009 Messages caused by Easy-Plug variables

2000 Double var name

Status Attempt to define a variable with an already existing name.

Measure ➔ Choose another name for the variable.

2002 Var. data length

Status The maximum allowed length of a variable was exceeded.

Measure ➔ Correct the variable length.

2003 Expr. bracket

Status The number of open and close brackets in the expression is not equal.

Measure ➔ Check the brackets in t he expression and correct their number.

2004 Exp. quotemark

Status The number of quotemarks in the expression is *not* a multiple of two.

Measure ➔ Check the quotemarks in the expression and correct their number.

2005 Exp. comma pos.

Status Unexpected comma in the expression.

Measure ➔ Check the syntax of the expression regarding commas.

2006 Exp.functionname

Status A wrong function name is used in the expression.

Measure ➔ Check, if the function names used in the expression are spelled correctly and if the functions exist. Change the function name.

2007 Exp.fct.paratype

Status A wrong parameter type in an expression was detected.

Example: SubStr(“Text”,o,”A”) would provoke this message, because “A” is not a number.

Measure ➔ Check the expressions. Correct the wrong expression.

2008 Exp.fct.paraCnt

Status Wrong number of function parameters in the expression.

Measure ➔ Check the expressions. Correct the wrong expression.

2009 Exp. name wrong

Status A not defined variable name is used in an expression.

Measure ➔ Check the variable names. Correct the spellling if necessary or define a new variable.

2010 Fct. para value

Status The error is caused by the Easy-Plug function chr(). The argument, which was assigned to the function, exceeds the admissible value range 0…255.

Measure ➔ Change the argument (details see Easy-Plug manual)

2111 Invalid Date

Status Invalid date specification in a string.
Example: Function call *DayOfYear(„31“,“6“,“2005“)* would produce this error message (because the date did not exist).

Measure ➔ Correct the date specification.

❍ See Easy-Plug Manual, topic section “Description of commands”, chapter “Easy-Plug variables”.

3000/3003/3006/3012/3015 Com x Overrun

Status Receive error at the RS232 interface *COMx* (x = [1…5]).

Measure ➔ Acknowledge by pressing the Online button.

3001/3004/3007/3013/3016 Com x Parity

Status Receive error at the RS232 interface *COMx* (x = [1…5]).

Measure

➔ Acknowledge by pressing the Online button.

➔ Check parameter setting at printer (INTERF. PARAM. > COM1 PORT > Parity) and PC.

❍ Notes about setting the printer parameters are given in the chapter "Info Print-outs and Parameters" in the User Manual.

3002/3005/3008/3015/3017 Com x Frame

Status Receive error at the RS232 interface *COMx* (x = [1…5]).

Measure

➔ Acknowledge by pressing the Online button.

➔ Check parameter setting at printer (INTERF. PARAM. > COM1 PORT > Baud rate and INTERF. PARAM. > COM1 PORT > stop bits) and PC.

❍ Notes about setting the printer parameters are given in the chapter "Info Print-outs and Parameters" in the User Manual.

3010 Spooler Overflow

Status Fault which is caused by a faulty handshake at an interface. The consequence is an overflowing data buffer at the printer, because the host doesn´t stop to send data to the printer.

Measure

➔ Acknowledge by pressing the Online button.

➔ Check the connections of the data line, especially the signal wires belonging to the handshake.

➔ Check the interface settings, especially the handshake settings.

3011 Send buffer full

Status The send buffer is full. This error may happen, if the printer status was requested several times (#!Xn), but the status reply was not read out.

Measure

➔ Make sure that the status reply is read out.

4100-4106 Message, which can only occur with OLV-Option

4100 No OLV data

Status The OLV found out, that the bar code type and/or the bar code data, which was just printed and read, doesn´t match the bar code specified in the print job. The error may have one of the following causes:

- OLV is not connected/switched on
- The bar code has not been printed
- The bar code has been printed poorly, so that the OLV can not detect it.

Measure

➔ Check, if the OLV is connected correctly

➔ Check the printout quality. If the printout is poor, change the print parameters and/or use a different material/ribbon-combination.

➔ Make a dot check. May be, that a dot is defective, which was ought to print an important line of the bar code.

➔ If the bar code has not been printed at all: check the print job.

4101 OLV limit exceed

Status The read bar code exceeds a user-specified limit. The limits, e.g. contrast or readability, can be set via the parameter menue or via Easy Plug command.

Measure

➔ Check the printout quality.

➔ Change the limit.

➔ Eventually modify the print parameters or the material/ribbon combination.

4103 OLV barcode type

Status The OLV found out, that the bar code type, which was just printed and read, doesn´t match the bar code specified in the print job.

Measure

➔ Check the printout.

4104 OLV Timeout

Status General software error

Measure

❍ Please read the notes in section General software errors.

4105 No OLV response

Status This error may occur shortly after switching on the printer with the OLV device already switched on. It indicates, that the OLV version number was not successfully read.

Possible causes are:

- Wrong connection cable between OLV and printer
- Faulty interface parameter setting for Com2
- Power supply of the OLV interrupted or not available
- Defective I/O board (Com2)

Measure ➔ Check the possible causes of failure and exchange defective parts.

4106 OLV Software

Status General software error

Measure ❍ Please read the notes in section General software errors.

5000 Bus device

Status One of the devices connected to the I^2C bus (e.g. output stage boards) does not respond. This message appears mostly first in a sequence of two or three status messages, which help to isolate the error source.

Measure ➔ Acknowledge by pressing the Online button.

➔ Switch printer off and back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

Example The parameter SYSTEM PARAMETERS > Periph. device is set to "Cutter" without an output stage board for a cutter being installed. The following status messages appear one after another:

1. Status 5000 Bus device — Generally tells, that something went wrong with I^2C bus communication.

➔ Press Online button.

2. Status 5005 Knife-fault — Either no output stage board is prepared to drive a cutter, or the I^2C bus data cable is not connected to the output stage board (this message appears only in one of those two cases, alternative status messages see Tab. 2)

➔ Press Online button.

3. Status 5020 I2C Timeout 4 — Time limit exceeded without getting an answer from device no. 4 (4 = Cutter, see Tab. 4) (alternative status messages see Tab. 3)

➔ Press Online button

One of the following status messages may follow second:

Status #	Text	Missing output stage for the following device:
5005	Knife-fault	Cutter motor
5006	Head-fault	Print head liftmotor
5008	Ribbon end	Ribbon motor

Tab. 2 Those status messages indicate, that the device is not connected to the I^2C bus.

Third may follow one of the status messages listed below:

Status #	Text
5020	I2C Timeout xx
5021	I2C Conf. xx
5022	I2C Busy xx
5023	I2C LAB xx
5024	I2C BER xx
5025	I2C Polling xx

Tab. 3 Status messages, which help to further locate the I^2C bus error. xx = Device ID of the concerned device (see 0)

#	Device	64-xx	DPM / PEM	ALX 92x	AP 5.4	AP 7.t
0	CPU	X	X	X	X	X
1	Feed motor	X	X	X		X
2	Foil motor	X	X	X		
3	Printhead motor	X	X	X		X
4	Peripheral motor	X				X
5	Dispenser motor	X				
5	Rewinder motor			X		
8	Rewinder (internal)			X	X	
12	USI board	X	X	X		
13	(Reserved)					
15	I/O board	X	X	X	X	X
16	EEPROM	X	X	X	X	X
17	Realtime-clock	X	X	X	X	X
18	Power supply	X[1)]	X	X		

Tab. 4 Assignment of device IDs as used in status messages related to the I^2C bus.

1) Only with the power supply types HME and ME 500.

5001 No gap found

Status No gap found or several blank labels fed.

Measure

➔ Acknowledge by pressing the Online button.

➔ Check the print mask for gap definition (material length).

➔ Check whether the correct material has been inserted.

➔ Check that the photoelectric switch is clean.

➔ Check material feed and position of photoelectric switch.

➔ Check sensitivity of the photoelectric switch (Parameter SYSTEM PARAMETERS > Sens. punch-LS). Materials providing a pour contrast between label and backing paper or between reflex mark and label require a higher sensitivity setting.

➔ After confirmation using the Online button, the material is fed forward automatically and the next gap is sought.

5002 Material end

Status Material end. Material no longer in the gap LS.

Measure

1. Press Online button in order to acknowledge the status report. Display: *OFFLINE x JOBS*
2. Insert material and check the position of the photoelectric switch, correct if necessary.
3. Press Online button: processing of the job continues, gap is reinitialised.

5003 Cover open

Status 64-xx / DPM / PEM / ALX 92x: *Cover open*

Housing cover is open. Opening the cover causes all other eventually waiting status messages (e.g. ribbon end) to be deleted and the "Cover open" message immediately to be displayed. Closing the cover automatically acknowledges the message.

AP 4.4 / 5.4: *Printhead pressure lever open*

The printhead pressure lever was opened, during:

- the feeding of material or
- printing.

The error message is automatically acknowledged with the closing of the printhead pressure lever.

Measure ➔ Close the cover or printhead lever respectively.

5004 Rewinder mat. tear

Status Label material at the backing paper rewinder is torn off.

The *AP 5.4 Dispenser* shows this message also if the backing paper sleeve was too large during material initialization; the backing paper web could not be tightened.

Measure

➔ Acknowledge by pressing the Online button.

➔ Secure label material to the rewinder.

5005 Knife-fault

Status Faults at the cutter.

Measure

➔ Acknowledge by pressing the Online button.

5006 Head-fault

Status Print head lifting malfunction (head sensor).

Measure

➔ Check whether dirt is preventing the head contact lever from moving freely,if necessary clean.

➔ If not successful, call Service.

5008 Ribbon end

Status Ribbon end

Measure

- When using thermal printing:

1. Check whether the parameter SYSTEM PARAMETER > Ribbonautoecon. is set to "deactivated".
2. Acknowledge by pressing the Online button.
3. Switch off the ribbon end detection,
   parameter: SYSTEM PARAMETER > Ribbonautoecon.
4. Press the Online button: processing of the job continues, gap LS is reinitialised.

- When using heat transfer printing:

Measure 1

1. Tighten ribbon or set the spring plate on the ribbon unwind mandrel so that the ribbon core turns the mandrel with it and the ribbon core can still be removed.
2. Press the Feed button in order to acknowledge the status report.
   Display: OFFLINE x JOBS
3. Press the Online button: processing of the job continues, gap LS is reinitialised.

Measure 2

1. Press the Cut button to deactivate the acoustic signal.
2. Press the Feed button in order to acknowledge the status report. Display: OFFLINE x JOBS
3. Insert a new ribbon.
4. Press the Online button: processing of the job continues, gap LS is reinitialised.

5009 USI start error

Status This status message can only be triggered with activated parameter DP INTERFACE > Start error stop. It occurs, if another start signal is given while printing a label.

Measure ➔ Acknowledge by pressing the Online button. Press the Feed button afterwards to proceed with the print job.

5010 Paper jam

Status "Paper jam" shows up, if the automatic paper jam detection was triggered.

Measure ➔ Acknowledge by pressing the Online button.

➔ In case of false triggering, increase the setting of the paper jam level.

❍ See parameter SERVICE FUNCTION > Paper jam level.

5012 Delete H8 loader

Status Error while loading the H8 firmware: the old firmware on the machine could not be deleted.

Measure ➔ Acknowledge by pressing the Online button.
➔ Retry loading the firmware.
➔ If the error occurs repeatedly, the bootloader must be loaded newly.

5013 Prog H8 loader

Status Error while loading the H8 firmware: the new firmware could not be written.

Measure ➔ Acknowledge by pressing the Online button.
➔ Retry loading the firmware.
➔ If the error occurs repeatedly, the bootloader must be loaded newly.

5014 Power

Measure ➔ Acknowledge by pressing the Online button.

5015 Scanner

Status Faults at the scanner.
The scanner is tested during printer initialization by switching it on for a moment. A properly working scanner will afterwards send a reply signal to the printer. A missing reply signal provokes the status message. The missing of the reply signal can have several reasons.

Measure

➔ Acknowledge by pressing the Online button.

➔ Red scanner LED lights up? – If not, there is a lack of power supply. Check, if the scanner connection cable is plugged in correctly and if the connection cable is damaged.

➔ Yellow scanner LED lights up shortly after switching the printer on. – If not, the scanner test was faulty.

5016 ALX Rewinder

Status (Only ALX 92x)
The output stage board belonging to the Rewinder motor is not connected or damaged.

Measure

➔ Check, if the board is connected properly.

➔ Exchange the board to verify if it is damaged.

5017 Power Supply

Status Communication fault of the power supply during the running of the service function "Head dot test".

The power supply didn´t succeed in switching to the dot check mode (that is, reducing the head voltage to 10 V). Also in this case, temporary disturbances on the measurement line of the H8 processor, caused by the power supply, are a possible reason. Even if the switchover is defective (the status message is displayed continously), can the printer be used in normal operation mode.

Measure

➔ Acknowledge by pressing the Online button.

➔ Try again. If the error message continues to appear, exchange the power supply.

❍ For detailed information refer to the appropriate service manual, topic section "General Service", chapter "Connections and electrics", "Powerpack".

5018 Dot check area

Status A value is measured at the AD transformer, which should not occur with a proper working printer. That means, the current measurement circuit inside the power supply delivers a value which is too high. This can be a sporadically occuring fault of the power supply (noise voltages) or a durable defect. Another possibility is, that a dot of the printhead has a much too low resistance – a rather unlikely option, because this dot would be quickly overheated while printing, what would damage it and lead to a high resistance.

Measure

➔ Acknowledge by pressing the Online button.

➔ Try again. If the error message continues to appear, please contact the manufacturer.

5020 I2C Timeout xx

Status Timeout error during communication via the I^2C bus with the device xx (see Tab. 4 on page 38).

Measure

➔ Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

5021 I2C Conf. xx

Status Confirmation error during communication via the I^2C bus with the device xx (see Tab. 4 on page 38).

Measure

➔ Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

5022 I2C Busy xx

Status Error during communication via the I^2C bus with the device xx (see Tab. 4 on page 38). Device always reports that it is busy.

Measure

➔ Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

5023 I2C LAB xx

Status Error during communication via the I^2C bus with the device xx (see Tab. 4 on page 38).

Measure

➔ Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

5024 I2C BER xx

Status Error during communication via the I^2C bus with the device xx (see Tab. 4 on page 38).

Measure

➔ Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

5025 I2C Polling xx

Status Polling error during communication via the I^2C bus with the device xx (see Tab. 4 on page 38).

Measure ➔ Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

5026 Motorprotect CPU

Status (AP x.x only) The motor driver board (output stage board) is overheated or defective.

Measure ➔ Switch printer off and then back on again after 30 sec.

If the error message continues to appear:

➔ Replace the motordriver board.

5028 PS overheat

(AP x.x only)

Status The temperature inside of the power supply exceeded the admissible range.

Measure ➔ Let the power suppy cool down for some minutes.

5029 I2C checksum xx

Status During I^2C communication with device xx occured a checksum error.
xx = I^2C device number (see Tab. 4 on page 38).

Measure ➔ Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

5051-5058 Messages which can only occur with a TT4 printer

5051 Barcode Infeed 1

Status (TT4 only) Error while reading the bar code on the material in infeed 1

Measure

➔ Check, whether material in infeed 1 is inserted correctly. The bar code must be in front (in advance direction) on the material bottom. Insert material correctly, if necessary.

➔ Check, whether the bar code print is erroneous on material in infeed 1. Exchange material, if necessary.

5052 Barcode Infeed 2

Status (TT4 only) Error while reading the bar code on the material in infeed 2

Measure

➔ Check, whether material in infeed 2 is inserted correctly. The bar code must be in front (in advance direction) on the material bottom. Insert material correctly, if necessary.

➔ Check, whether the bar code print is erroneous on material in infeed 2. Exchange material, if necessary.

5053 Barcode Infeed 3

Status (TT4 only) Error while reading the bar code on the material in infeed 3

Measure

➔ Check, whether material in infeed 3 is inserted correctly. The bar code must be in front (in advance direction) on the material bottom. Insert material correctly, if necessary.

➔ Check, whether the bar code print is erroneous on material in infeed 3. Exchange material, if necessary.

5054 Barcode Infeed 4

Status (TT4 only) Error while reading the bar code on the material in infeed 4

Measure

➔ Check, whether material in infeed 4 is inserted correctly. The bar code must be in front (in advance direction) on the material bottom. Insert material correctly, if necessary.

➔ Check, whether the bar code print is erroneous on material in infeed 4. Exchange material, if necessary.

5055 Infeed 1 empty

Status (TT4 only) While initializing, TT4 reports no material in infeed 1.

Precondition for this status message is, that parameter SYSTEM PARAMETERS > w/wo magazine is set to „with“.

Measure

➔ Check, if the material in infeed 1 is loaded correctly, respectively if it´s loaded at all. Acknowledge by pressing the Online button.

5056 Infeed 2 empty

Status (TT4 only) While initializing, TT4 reports no material in infeed 1.

Precondition for this status message is, that parameter SYSTEM PARAMETERS > w/wo magazine is set to „with“.

Measure ➔ Check, if the material in infeed 1 is loaded correctly, respectively if it´s loaded at all. Acknowledge by pressing the Online button.

5057 Infeed 3 empty

Status (TT4 only) While initializing, TT4 reports no material in infeed 1.

Precondition for this status message is, that parameter SYSTEM PARAMETERS > w/wo magazine is set to „with“.

Measure ➔ Check, if the material in infeed 1 is loaded correctly, respectively if it´s loaded at all. Acknowledge by pressing the Online button.

5058 Infeed 4 empty

Status (TT4 only) While initializing, TT4 reports no material in infeed 1.

Precondition for this status message is, that parameter SYSTEM PARAMETERS > w/wo magazine is set to „with“.

Measure ➔ Check, if the material in infeed 1 is loaded correctly, respectively if it´s loaded at all. Acknowledge by pressing the Online button.

5059 Stacker full

Status (AP 7.t only) This message can only appear if a TCS is applied as peripheral device. It indicates, that the stacker is full or the protection cover is opened.

Measure ➔ Empty stacker

➔ Close cover

➔ If the message appears in spite of a closed cover and an emptied stacker, check the function of lid switch and microswitch.

5060 Stacker full

Status This message can only appear if a TCS is applied as peripheral device. It indicates, that the stacker is full or the protection cover is opened.

Measure ➔ Empty stacker

➔ Close cover

➔ If the message appears in spite of a closed cover and an emptied stacker, check the function of lid switch and microswitch.

5061 Dispenser motor

Status The output stage board for the dispenser motor is not present or defective.

Measure

➔ Press the Online button to acknowledge.

➔ Check the output stage board for the dispenser motor and eventually exchange it.

5062 Disp. lift motor

Status The output stage board for the dispenser lift motor is not present or defective.

Measure

➔ Press the Online button to acknowledge.

➔ Check the output stage board for the dispenser lift motor and eventually exchange it.

5063 Press roll

Status Dispenser version: press roll is not closed.

Measure

➔ Close the press roll.

5064 Backing paper

Status Happens with dispenser version printers: Shows up, when the diameter of the rewinded backing paper roll has become too large.

Measure

➔ Clear the rewinding mandrel.

➔ Press the Online button to acknowledge.

5100 No H8 response

Status Communication fault with H8 processor (occurs only at devices with Gen. 2 electronics).

Measure

➔ Acknowledge by pressing the Online button.

➔ Switch device off and on again.

If the message continues to appear:

➔ Contact service technician.

Instructions for service technicians:

The error can occur in connection with the exchange of the CPU board of an ALX 92x machine.

➔ Acknowledge error, set all sensors, restart.

➔ If the error message still appears: Reload firmware and/or carry out a forced bootloader start with "Clear params".

➔ If the error continues to appear: send CPU board with a fault description to the manufacturer.

5100 Printengine lock

Status Printengine error (occurs only at devices with Gen. 3 electronics).

Measure
➔ Acknowledge by pressing the Online button.
➔ Switch device off and on again.

If the message continues to appear:
➔ Contact service technician.

5101 Headadjust error

Status Error during the running of the "Head Alignment" service function.

Measure
➔ Acknowledge by pressing the Online button.
➔ Contact service technician.

5102 Dot Defective

Status Defective dot detected during the running of the "Head dot test" service function.

Measure
➔ Acknowledge by pressing the Online button.

5120 Home position

Status The applied applicator cannot reach the home position; this can be caused by an impact from outside (e.g. extending it manually), which has moved the applicator. In those cases, the stepper motor looses steps and doesn´t regain its home position.

Preconditions for this error to occur:

- The parameter DP INTERFACE > Interface type is set to *USI Applicator*.
- Internal inputs are enabled.

Measure
➔ Take care not to move the applicator by force.
➔ Ackknowledge by pressing the Online button.

5121 Touch down

Status The applied applicator doesn´t reach the Touch Down Position, what means that it extends completely without reaching any product or other resistance. .

Preconditions for this error to occur:

- The parameter DP INTERFACE > Interface type is set to *USI Applicator*.
- Internal inputs are enabled.

Measure
➔ Correct the applicator position. The applicator must reach the product before it is completely extended.
➔ Ackknowledge by pressing the Online button.

5122 PLC not ready

Situation:

- The parameter DP INTERFACE > Interface type is set to *USI Applicator*.
- Internal inputs are enabled.

Status The connected PLC is not on line.

Measure

➔ Check if the PLC is powered on.
➔ Check if the PLC shows any error status.
➔ Ackknowledge by pressing the Online button.

5123 USI Material low

The error can only occur with an ALX 92x with optional OD control sensor.

Status The outer diameter of the material roll has reached the set minimum value.

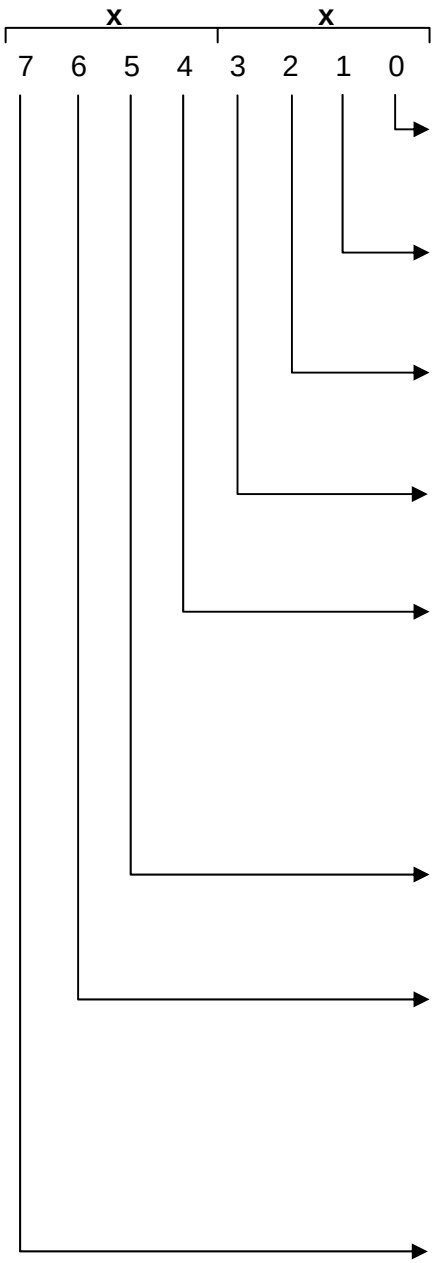
Measure

➔ Insert a new material roll.
➔ Ackknowledge by pressing the Online button.

5130 PSU xxxxxxxx

Status Failure of the power supply. "xxxxxxxx" = four byte long error code in hexadecimal form. Every bit stands for a certain status of the power supply. The bit is set to "1", if the status occured.

- Byte 1: xxxxxx**xx**



Output 1 (5 V logic):
The output voltage exceeds the admissible range.

Output 2 (20-28 V printhead):
The output voltage exceeds the admissible range.

Output 3 (galv. 24 V):
The output voltage exceeds the admissible range.

Output 4 (48 V motor):
The output voltage exceeds the admissible range.

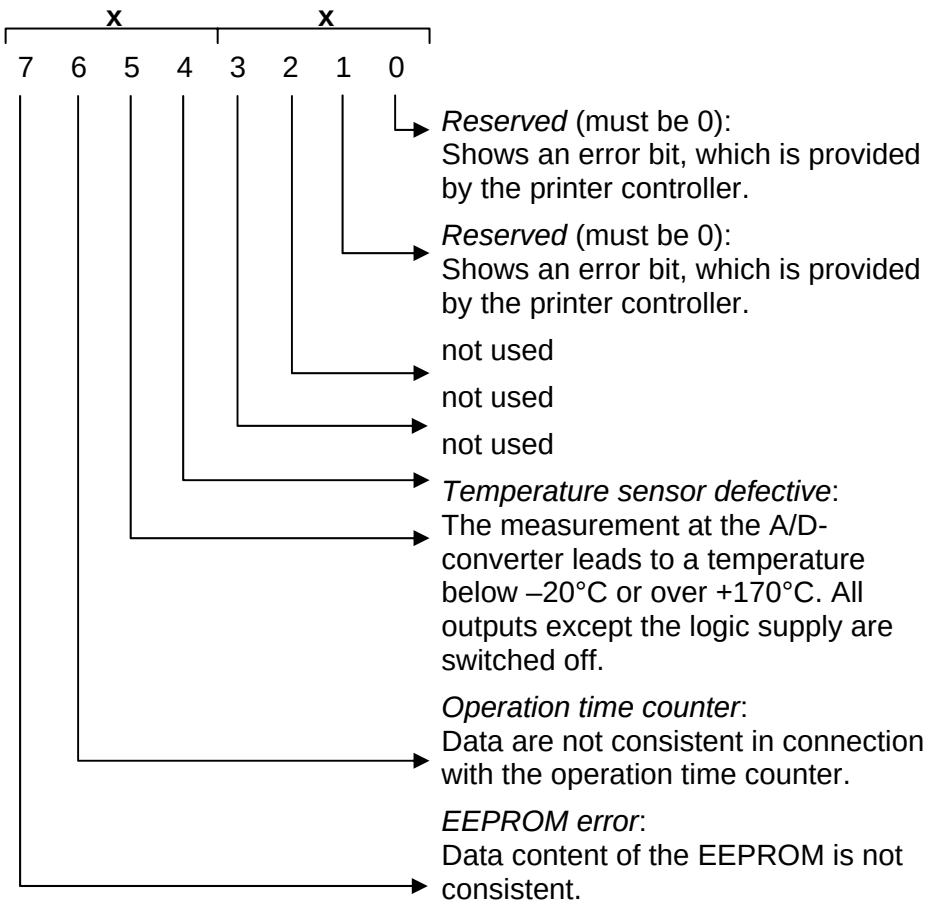
Dot Check defective:
Indicates a detected power supply fault in the course of a Dot-Check-Measurement. Example: While measuring the internal reference resistance, have the admissible tolerances been exceeded.

Fan defective:
Indicates a fan-fault, if its control allows any error detection.

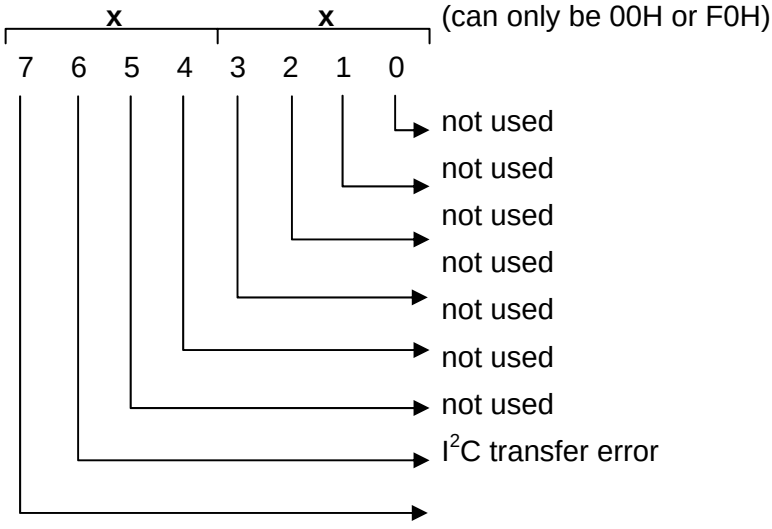
Critical overheat:
A critical temperature is set in register "critical temperature limit". If the critical value is exceeded, the power supply switches off immediately and sets this bit to 1.

Overheat:
A critical temperature is set in register "critical temperature limit". If the critical value is exceeded, the power supply switches off well controlled and sets this bit to 1.

- Byte 2: xxxx**xx**xx


x
x
7 6 5 4 3 2 1 0
Reserved (must be 0):
Shows an error bit, which is provided by the printer controller.
Reserved (must be 0):
Shows an error bit, which is provided by the printer controller.
not used
not used
not used
Temperature sensor defective:
The measurement at the A/D-converter leads to a temperature below –20°C or over +170°C. All outputs except the logic supply are switched off.
Operation time counter:
Data are not consistent in connection with the operation time counter.
EEPROM error:
Data content of the EEPROM is not consistent.

- Byte 3: xx**xx**xxxx



- Byte 4: **xx**xxxxxx (is not being used yet)
- Example: 0000F020 means: "EEPROM error" and "Fan defective".

5131 PSU communicat.

Power supply communication
(64-xx / DPM / PEM / ALX 92x / PM 3000 only)

Status A fault occured during communication with the power supply via I^2C bus.

Measure ➔ Switch the printer off and after 30 seconds on again. If the message continues to appear, contact the manufacturer.

5150 No USI interface

Status (DPM / PEM / ALX 92x only)
This error appears, if no USI is detected while the printer is powering up.

Measure ➔ Check, if the USI is defective or not built in.

5151 Applic. interf.

Applicator interface

Status (DPM / PEM / ALX 92x only)
Neither Applicator Interface (AI), nor USI are connected to the device.

Measure ➔ Connect a USI or AI to the device.

5200 Home position

Status The applicator did not reach its home position within the given time frame.

Possible causes:

- The applicator is jammed
- Applicators driven by compressed air: The air supply may be interrupted or switched off
- Cable not connected properly

Measure ➔ Check cable and compressed air connections; reconnect them properly, if necessary.
➔ May the applicator move unhindered? – remove any obstacles.

5201 Touch down

Status The applicator did not reach its touch down position within the given time frame.

Measure ➔ Check cable and compressed air connections; reconnect them properly, if necessary.
➔ May the applicator move unhindered? – remove any obstacles.

5203 Touch down sens.

Status The touchdown sensor(s) was/were already triggered before the application.

Measure ➔ Check cable and compressed air connections; reconnect them properly, if necessary.

5204 Appl. Starterror

Status The device received another start signal during printing/applying a label.

Precondition: Parameter APPLICATOR PARA > Start error stop or DP INTERFACE > Start error stop is set to *On*.

Measure
➔ Check the labelling procedure; increase the product distance.
➔ Set parameter *Start error stop* to *Off*.

5205 Applicator gen.

Status General software error

Measure
❍ Please read the notes in section General software errors 🗋.

5206 Applicator resp.

Status Communication with the AI exceeded a given time frame.

Measure
➔ Switch the printer off and on again after half a minute. If the error still occurs after several trys, please contact our technical support.

5207 Appl. driver 1

Status Shortcut or overheat at power output 1 of the AI.

Measure
➔ Check the connections.

5208 Appl. driver 2

Status Shortcut or overheat at power output 2 of the AI.

Measure
➔ Check the connections.

5209 Appl. driver 3

Status Shortcut or overheat at power output 3 of the AI.

Measure
➔ Check the connections.

5210 Appl. driver 4

Status Shortcut or overheat at power output 4 of the AI.

Measure
➔ Check the connections.

5212 Vx.x for AI rec

Status The required AI firmware (version x.x) is not installed.

Measure If the installed AI firmware is older than the required version:
➔ Acknowledge message. Load AI firmware version x.x.

If the installed AI firmware is newer than the required version:
The message is acknowledged automaticallly.

5300 BLDC EEPROM err.

Status General EEPROM read/write error on the BLDC driver board (AP 5.4 with internal rewinder).

Measure ➔ Switch printer off and than on again after 30 seconds. If the status message continues to appear, change the BLDC board.

5301 BLDC rewinder Ø

Status The stored rewinder diameter on the BLDC driver board is wrong (AP 5.4 with internal rewinder).

Measure ➔ Acknowledge the status message by pressing the online button. Switch the printer off and on again to initialize the rewinder.

5500 Unknown

Status General software error

Measure ❍ Please read the notes in section General software errors.

5501 General

Status General software error

Measure ❍ Please read the notes in section General software errors.

5502-5551 Messages, which can only occur with RFID option

5502 RFID internal

Status General software error

Measure ❍ Please read the notes in section General software errors.

5504 No RFID job

Status A print job, which is not declared as RFID printjob, contains RFID-specific Easy-Plug commands (e. g. #RT, #RFW, …).

RFID printjobs are declared in the #IM command by defining the distance between label edge and optimum of transponder antenna (parameter "d").

Measure ➔ Modify the print job.

5510 RFID COM timeout

Status Timeout error. There was no communication between reader module and COM2 in the time slot where it should be performed.

Measure ➔ Repeat the operation, in the course of which the error occured.

➔ Check, if the reader module board is connected correctly.

➔ Check if the reader module board is defective.

5512 COM open failed

Status There was a communication problem at COM2 while powering up the printer. The interface cannot be opened by the printer firmware – or it is used by another firmware part.

Measure

➔ Check, if COM2 is available (that is, if it is built-in).

➔ Check the function of the COM2 interface.

5513 Get baud failed

Status There was a communication problem between COM2 and reader module while powering up the printer. The baud rate of the reader module is not detected correctly by the printer firmware. Baud rate and/or parity and/or another setting of transmission parameters at the reader module is faulty.

Measure

➔ Check, if the reader module board is connected correctly.

➔ Check if the reader module board is defective.

➔ Check the setting of the transmission parameters at the reader module.

5521 No transponder

Status Either there is no transponder (=tag) or more than one transponder within reach of the antenna.

Measure ➔ Check the label material feeding; remove paper jam, if necessary.

5522 Tag write err

Status A transponder (=tag) cannot be written on for one of the following reasons:

- Faulty address: e.g. an attempt to write into a protected area.
- The tag is out of reach of the antenna, after it has already been recognized.
- Noise signals avoid the transmission.

Measure ➔ Check the system for the mentioned error causes and correct them.

5523 Tag address err

Status Faulty address: The address data targets beyond the logical or physical address range of the transponder.

Measure ➔ Change the address.

5524 CMD not applicable

Status A command cannot be interpreted by the transponder.

Measure ➔ Change or remove the command.

5525 Tag read err

Status The plausibility test of the read data failed. Possible reasons are:

- The tag is out of reach of the antenna, after it has already been recognized.
- Noise signals avoid the transmission.

Measure ➔ Check the system for the mentioned error causes and correct them.

5526 Tag select first

Status A read or write command was given without selecting the transponder at first.

Measure ➔ Add a select command before using the read/write command.

5527 Tag RF comm err

Status Transponder and reader are unable to communicate. Possible reasons are:

- More than one transponder is within reach of the antenna.
- No transponder is within reach of the antenna.

Measure ➔ Check the label material feeding; eventually remove paper jam.

5528 EEPROM failure

Status

- The reader cannot write on the transponder EEPROM.
- A faulty checksum was detected before writing on the EEPROM.

Measure ➔ Repeat the writing attempt.

➔ Try another transponder

5529 Parameter range

Status Faulty address. Transponders of the same type may have memory ranges of different sizes; according to this, the admissible addresses differ too.

The fault occurs, if a block address targets beyond the address range of the transponder.

Measure ➔ Change the address.

➔ Use a transponder with a wider address range.

5530 Unknown CMD

Status The reader doesn´t support the used command.

Measure ➔ Change or replace the command.

5531 Protocol length

Status General software error

Measure ❍ Please read the notes in section General software errors.

5532 CMD not avail.

Status The sent command cannot be executed at the moment.

Measure ➔ Check, if all system components match the spezifications.

5540 ISO error #1

Status Faulty system configuration. Possible reasons may be:

- Faulty firmware version of the reader
- The applied transponders doesn´t match the reader.

Measure ➔ Firmwarestand des Readers überprüfen.

➔ Die verwendeten Transponder mit der Spezifikation des Readers vergleichen, evtl. andere Transponder verwenden.

5541 ISO error #2

❍ See ISO error #1 🗋.

5542 ISO error #3

❍ See ISO error #1 🗋.

5543 ISO error #15

❍ See ISO error #1 🗋.

5544 ISO error #16

❍ See ISO error #1 🗋.

5545 ISO error #17

❍ See ISO error #1 🗋.

5546 ISO error #18

❍ See ISO error #1 🗋.

5547 ISO error #19

❍ See ISO error #1 🗋.

5548 ISO error #20

❍ See ISO error #1 🗋.

5549 ISO error ???

❍ See ISO error #1 🗋.

5550 Wrong tag type

Status A transponder type was detected, which is not known by the reader – it cannot be used.

Measure ➔ Use another transponder type, which is known to the reader.

5551 Max Tags failed

Status The maximum permissible number of invalid labels was reached. This value is to be set via parameter SYSTEM PARAMETERS > Max Tags To Stop.

➔ Invalid labels are being printed on with diagonal stripes.

Measure ➔ Find out, why the labels are invalid; put things right.

➔ Increase the maximum value.

5560 TCS full / cover

Status This message can only appear, if a TCS is applied as peripheral device. The message shows up, if:

- the stacker is full
- the stacker cover is open

Measure ➔ Empty the stacker, or
➔ close the cover

5590 Odd hex string

Status A character string was sent to the transponder (Easy Plug command #RFS) and was ought to be interpreted hexadecimal (use #RFS with parameter "B"). For this, the character string must consist of an equal number of characters. This was not the case, what triggered this error message.

Measure ➔ Send an equal number of characters.

5600 Job without #Q

Status The print job misses the declaration of the print amount (Easy-Plug command #Q).

Measure ➔ Insert a #Q command with the print amount.

5601 Job memory full

Status The job memory for Easy-Plug printjobs is full.

Measure ➔ Reduce the reserved memory for one or more of the following memory areas:

- Free store size (SYSTEM PARAMETER > Free store size)
- RAM disk size (SYSTEM PARAMETER > Ram disk size)
- Font download size (SYSTEM PARAMETER > Font downl. area)

➔ If there are already some printjobs in the printer queue: wait until those are processed.

6000 Param. incorrect

Status Novram check sum error.

➠ Check the setting of the printhead resistance (parameter SYSTEM PARAMETER > Head resistance) , before you press the Online button – possibly the value is faulty.

Measure ➔ Confirm error by pressing the Online button. All parameters are set back to the factory settings.

6001 Nov. prog. err.

Status Error during allocation of main memory.

Measure ➔ Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

6002 New prog. vers.

Status Occurs after firmware update. The printer hereby reports that new firmware is available.

Measure ➔ Confirm by pressing the Online button. All parameters are set back to the factory settings.

6003 Memory error

Status Error during partitioning of the main memory.

Measure ➔ Switch printer off and back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

6004 Load H8 program

Status Appears, when
a) no valid H8 firmware is loaded
b) after a forced start of the boot loader

Measure Case a)

1. Press the Online button to confirm.
2. Load H8 firmware.

❍ For details, refer to the service manual, topic section "Firmware", section "Loading the H8 system".

Case b)

➔ Press the Online button to confirm.

❍ For details, refer to the service manual, topic section "Firmware", section "Loading the Firmware (using boot loader)".

6005 Fixfont data

Status Defective fixfonts.

Measure ➔ Load the firmware new.

❍ Refer to the service manual, topic section "Firmware".

6006 Speedofont data

Status Defective speedo fonts.

Measure ➔ Load the firmware new.

❍ Refer to the service manual, topic section "Firmware".

6007 Print ctrl. stop

Status The print control doesn´t start, what means that the printer doesn´t finish the initialization phase after switching it on.

Measure ➔ Read in the service manual, what to do:

❍ Refer to the service manual, topic section "Firmware" or “Firmware Gen. 3”, chapter “Error messages”.

6008 MLI Fixfont data

Status Defective fixfonts.

Measure ➔ Load the firmware new.

❍ Refer to the service manual, topic section "Firmware".

6009 MLI Speedo data

Status Defective speedo fonts.

Measure ➔ Load the firmware new.

❍ Refer to the service manual, topic section "Firmware".

6010 Printengine soft

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors 🗋.

6012 Start next job

Status The message appears at the end of a printjob, if the single job mode (SYSTEM PARAMETERS > Single job mode) is activated. It indicates, that the next printjob should be started.

Measure ➔ Acknowledge by pressing the online button. Start next printjob.

6030 Param. checksum

Status Wrong parameter checksum.

Measure ➔ None. The message is merely informativ.

6031 New Parameters

Status By loading a new firmware version, some new parameters have been added to the parameter menu.

Measure ➔ None. The message is merely informativ.

6101 No sensor found

Status Error during the running of the "Sensor Test" service function.

Measure ➔ Acknowledge by pressing the online button.

➔ Contact service technician.

6200 Filesystem regis

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors 🗋.

6201 File sys. format

Status Error during formatting of the RAM disk or the memory card.

Measure ➔ Switch printer off and then back on again after thirty seconds. If the error message continues to appear, please contact the manufacturer.

6202 Drive open

Status Accessing the memory card failed.

Measure ➔ Format the memory card using the PC card drive. Try again to write onto the card.

➔ Try another memory card.

6203 Filesystem close

Status Accessing the memory card failed.

Measure ➔ Format the memory card using the PC card drive. Try again to write onto the card.

➔ Try another memory card.

6204 Disk directory

Status Work directory cannot be opened.

Measure ➔ Acknowledge by pressing the Online button.

➔ Check designation existence of the work directory.

6205 Write disk

Status Error during writing on RAM disk or memory card.

Measure ➔ Acknowledge by pressing the Online button.

6206 Read disk

Status Error during reading from RAM disk or memory card.

Measure ➔ Acknowledge by pressing the Online button.

6207 No file card

Status No CompactFlash-card found.

Measure ➔ Acknowledge by pressing the Online button.

➔ Check, if a memory card is inserted.

➔ If the memory card was inserted after switching on the printer: switch the printer off and on again.

6208 Drive xx full

Status Writing on drive xx failed, because there is not enough free space.

Measure ➔ Acknowledge by pressing the Online button.

➔ Free space on the drive.

6300 Out of memory

Status Not enough free memory available, to load additional print jobs. The job buffer is completely filled with print jobs.

Measure ➔ Delete spooler using the parameter SPECIAL FUNCTION > Delete spooler.

6301 Incomplete job

Status The Easy Plug interpreter failed interpreting a certain print job to the end. The print job has possibly not been terminated by a #Q-command.

Measure ➔ Check, if the print job is properly terminated with #Q.

6310 Centr. Timeout

Status The Easy Plug command #!Xn triggers a status acknowledgement via centronics Interface. But the PC dosn´t pick up the supplied data.

Measure ➔ Check the data line connecting printer and PC.

6311 Centr. Timeout

Status The Easy Plug command #!Xn triggers a status acknowledgement via centronics Interface. But the PC dosn´t pick up the supplied data.

Measure ➔ Check the data line connecting printer and PC.

8001 Shared Memory

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors 🗋.

8002 Stream Buffer

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors.

8103 TrueDoc Font

Status Error: font with the number given is not contained in the system.

Measure ➔ Check font no., if necessary select another font.

8104 Speedo alloc

Status Fault while initializing the speedo fonts.

Measure ➔ Load firmware new.

❍ Refer to the service manual, topic section "Firmware".

8105 Load TrueType

Status Damaged font file.

Measure ➔ Switch printer off and then back on again after thirty seconds.
➔ Reload font file, if necessary select another font.

8106 Fonttype wrong

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors.

8107 Character set

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors.

8108 Symbol set

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors.

8109 TT-specifications

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors.

8110 Unknown char.

Status Character is not included in the character set (character set does not support all characters).

Measure ➔ Select another character / character set.

8111 Stream type

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors 🗋.

8112 Font not supp.

Status The applied Truetype font is not supported by the system. Text, which uses this font, is ignored.

Measure ➔ Use another Truetype font.

8200 Fixfont number

Status Incorrect fix font no.

Measure ➔ Check fix font no., alter if necessary.

8201 Font downl. full

Status The font download buffer is full.

Measure ➔ Allocate more memory for the download buffer using the parameter SYSTEM PARAMETERS > Font downl. area.

➔ Rename some speedo-fonts on the CompactFlash-Card, you actually don´t use. All speedo-fonts named fontxxx.spd (xxx = font no.) are being loaded into the font download buffer while system startup.

❍ For Details refer to the manual „Cards“, subject section „Using cards“, paragraph „memory card“.

8202 Font deleted

Status Attempt to access a font, which is no longer available on memory card or on RAM disk (font was deleted or renamed).

Measure ➔ Check the label layout. Load the not available font or use another, available, font.

8300 Bar code corr.

Status Error: a bar code correction factor greater than +/- 25% has been selected.

Measure ➔ Reduce correction factor.

8301 Bar code data

Status Incorrect bar code data. The bar code data is not permitted for the selected bar code type.

Measure ➔ Use data permitted for the bar code type.

8302 Barcode checksum

Status Error during calculation of the bar code check sum.

Measure ➔ Check transmitted data.
➔ If the error continues to occur please contact the manufacturer. Send the transmitted Easy Plug data.

8303 Bar code sample

Status Error during calculation of the bar code sample.

Measure ➔ Check whether the transmitted data is permitted for the bar code type; if necessary alter the data.

8304 Bar c. plain-copy

Status Error during integration of the plain-copy line in the bar code sample.

Measure ➔ Check whether the transmitted data is permitted for the bar code type; if necessary alter the data.

8305 Bar code print

Status Error during calculation of the bar code print image.

Measure ➔ Acknowledge by pressing the Online button.

Measure ➔ Check whether the transmitted data is permitted for the bar code type; if necessary alter the data.

8306 Plain-copy len.

Status Illegal: bar code plain-copy line has more than 300 characters.

Measure ➔ Reduce line length.

8307 Readline dist.

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.
❍ Please read the notes in section General software errors.

8308 Bar code ratio

Status Illegal bar code ratio.

Measure ➔ Select another ratio.

8309 Module range

Status Maximum range of the bar code module exceeded.

Measure ➔ Reduce module range.

8310 Bar code element

Status Bar code element exceeds the maximum permitted size of 253 dots (21 mm).

Measure ➔ Reduce size of the bar code element.

8311 Barcode table

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors.

8400 PDF417 ECC

Status Bar code PDF417: incorrect ECC level (Error Correction Level).

Measure ➔ Alter ECC level.

8401 PDF417 Lines

Status Bar code PDF417: illegal number of lines.

Measure ➔ Alter number of lines.

8402 PDF417 Columns

Status Bar code PDF417: illegal number of columns.

Measure ➔ Alter number of columns.

8403 PDF417 Style

Status Bar code PDF417: incorrect style.

Measure ➔ Alter style.

8404 PDF417 Command

Status Bar code PDF417: incorrect command.

Measure ➔ Acknowledge by pressing the on-line button.

➔ Check and alter commands.

8405 PDF417 Size

Status Bar code PDF417: incorrect size.

Measure ➔ Alter size.

8406 PDF417 Details

Status Bar code PDF417: incorrect details.

Measure ➔ Alter details.

8407 PDF417 Coding

Status Bar code PDF417: coding error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

➔ Acknowledge by pressing the Online button.

8500 Code 25Int len.

Status Bar code Code 25 Interleaved: input line too long.

Measure ➔ Shorten input line.

8501 Postcode length

Status Bar code postcode: illegal data length.

Measure ➔ Check length of the transmitted data and set it to the permitted length.

8600 EAN Length

Status Bar code EAN: illegal data length.

Measure ➔ Check length of the transmitted data and set it to the permitted length.

8601 UPCE Numbers sys.

Status Error: First data character of the transmitted data is not 0 or 1.

Measure ➔ Alter first data character to 0 or 1.

8700 IDM Data with 0

Status Bar code IDM: data may not contain 0x0.

Measure ➔ Correct data.

8701 IDM Data length

Status Bar code IDM: Illegal length of data string.

Measure ➔ Check length of the transmitted data and bring it to the permitted length.

8702 IDM Coding

Status Bar code IDM: coding error.

Measure ➔

8703 IDM Self-test

Status Bar code IDM: error during self-test.

Measure ➔

8704 IDM Init. error

Status Bar code IDM: error during initialising.

Measure ➔

8705 IDM rows/columns

Status The input data does not match the given matrix or the number of rows/columns is invalid.

Measure ➔ Change the number of rows/columns or the input data.

8760 EAN128 field len

Status The number of data after a data identifier does not correspond to the definition for this data identifier.

Measure ➔ Change the number of data.

8761 EAN128 Data type

Status The data type (alphanumeric, numeric) after a data identifier does not correspond to the definition for this data identifier.

Measure ➔ Change the data type.

8762 EAN128 Ident.

Status Invalid data identifier.

Measure ➔ Change the data identifier.

8800 Maxicode Mode

Status Maxicode: faulty mode

Measure ➔ Change mode.

8801 Maxicode Sys no

Status Maxicode: incorrect system no.

Measure ➔ Correct system no.

8802 Maxicode Zipcode

Status Maxicode: incorrect zipcode.

Measure ➔ Correct zipcode.

8803 Maxicode Class

Status Maxicode: faulty class code.

Measure ➔ Correct class code.

8804 Maxi. Sec. mess.

Status Maxicode: secondary message has an illegal length.

Measure ➔ Correct length of secondary message.

8805 Maxicode Country

Status Maxicode: faulty country code.

Measure ➔ Correct country code.

8830 Cod49 Datalength

Status The user data string is too long. Not all characters can be coded in the bar code. The bar code is not printed.

Measure ➔ Shorten the data string.

8031 Cod49 wrong data

Status The data string contains wrong characters. The bar code is not printed.

Measure ➔ Correct the content of the data string.

8850 Unknown filetype

Graphic files with the extention declared in the Easy Plug command #YG are not supported.

Measure ➔ Transform the graphics file into another file format or use another graphic in a supported format. Check, if the spelling of the file extention is correct.

8851 Graphic open

Status The graphics file declared in the Easy Plug #YG command cannot be found on the compactflash card. Possible reasons are:

- Path and/or designation of the graphics file stored on the compactflash card doesn´t match the path and/or designation declared by the #YG command.
- The file is not available on the compactflash card.

Measure ➔ Check if the spelling of the graphics file is the same both in the #YG command and on the compactflash card.

8852 Graphic header

Status A graphics file declared by a Easy Plug #YG command should be proceeded. The file header doesn´t match the file.

Measure ➔ The graphics file is possibly faulty. Check the file and replace it if necessary.

8853 Graphic palette

Status A graphics file declared by a Easy Plug #YG command should be proceeded. Error reading the graphics palette.

Measure ➔ The graphics file is possibly faulty. Check the file and replace it if necessary.

8854 Graphic read

Status A graphics file declared by a Easy Plug #YG command should be proceeded. Error reading the file.

Measure ➔ The graphics file is possibly faulty. Check the file and replace it if necessary.

8856 Free store size

Status By setting parameter SYSTEM PARAMETER > Free store size, a part of the memory is reserved, which the printer firmware can use if necessary (dynamic memory allocation). If this memory area is dimensioned too small, the printer firmware can not work and this error message shows up. One cause may for example be, that data are supposed to be loaded, whose size exceeds the reserved memory (e. g. graphics).

Measure ➔ Enlarging the reserved memory partition, that is increasing the value of SYSTEM PARAMETER > Free store size.

8857 Wrong mem config

Wrong memory configuration

Status Too much memory requested by parameters. The following parameters request more or less memory:

- SYSTEM PARAMETER > Font downl. area
- SYSTEM PARAMETER > Ram disk size
- SYSTEM PARAMETER > Free store size

The fault occurs, if the sum of requested memory space exceeds the amount of available memory.

After error confirmation, the relevant parameters are set back to their default values. Furthermore, a restart is triggered.

Measure ➔ Change the settings of the relevant parameters.

8900 Codablock columns

Status Bar code Codablock: illegal number of columns.

Measure ➔ Correct number of columns.

8901 Codablock rows

Status Bar code Codablock: illegal number of rows.

Measure ➔ Correct number of rows.

8902 Codablock softw.

Status Bar code Codablock: software error.

Measure ➔

8903 Codablock infogr

Status Bar code Codablock: info not in line.

Measure ➔

8950 Logo open

Status Failure when attempting to read a logo, which has previously been copied on RAM disk or on memory card (thus using Easy Plug command #DK).

Measure ➔ Repeat loading the logo via #DK command.

➔ In cases of continuous occurence of this error, please contact the technical support.

8951 File format

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors.

8952 Not installed

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors.

9000 Wrong errornum

Status General software error.

Measure ➔ Switch printer off and then back on again after thirty seconds.

❍ Please read the notes in section General software errors.

9001 Software Error

Status General software error.

Measure
➔ Switch printer off and then back on again after thirty seconds.
❍ Please read the notes in section General software errors 🗋.

9003 Print head type

Status A wrong printhead type is selected in the printer menu.

Measure
➔ Correct the setting of the printhead type.
❍ Set the printhead type using parameter SPECIAL FUNCTION > Printhead type.

9005 No Printhead

Status Printhead could not be detected. Possible causes:
- Printhead cable not connected
- Wrong printhead type
- Defective printhead cable
- Defective CPU board
- Printhead cable plugged into wrong connector on the CPU board

Measure
➔ Check printhead cable, printhead and CPU board and replace defective parts.

9007 Bad MAC Address

Status This error message is displayed, if an invalid MAC address is programmed to the CPU board. Valid means, the MAC address matches the range *00.0a.44.xx.xx.xx*.
In this case, the network will not be initialised. To enable work with the network, a valid (Avery-) MAC address must be programmed on the board. This can only be done by an authorized service technician or by the manufacturer.

Measure
➔ Acknowledge the status message by pressing the Online button. The printer will be starting, but cannot be used with a network.
➔ Contact the technical support for a new programming of the board´s MAC address.
➔ If a new programming is not possible, exchange the CPU board.

9008 Powerfail signal

"powerfail" is a signal at the power supply, which is normally activated for a short time, after the printer has been switched off. It triggers the storing of parameter settings and counter values, using the leftover of supply voltage.

Status The powerfail signal is already active after switching the printer on. The following causes are possible:

-- Defektive power supply
-- Defektive data cable
-- Defektive board

Measure

➔ Switch the printer off and on again. If the error occurs repeatedly:

➔ Check the hardware (see above).

➠ After acknowledging the message (pressing the online button), the printer works normal. But be aware that the powerfail signal is deactivated, what means, that no parameter settings and counter values are stored, when the printer is switched off.

9009 Temporary MAC

Temporary MAC address.

Status This error message is displayed, if the MAC address has the value *00.0a.44.00.00.00*. This MAC address is used only during production.

Measure

➔ Acknowledge the status message by pressing the Online button. The printer will be starting and the network can be used.

➔ Contact the technical support for a new programming of the board´s MAC address.

➔ If a new programming is not possible, exchange the CPU board.

9011 Bootloader ext.

Bootloader external device.

Status At least one external device (e.g. AI, BLDC output stage) has no valid (e.g. an incomplete) application program loaded. This is the reason, why the device remains in the bootloading status and signalizes this status message.The error can only occur, until now (05/04), if an AI is applied.

Measure

➔ Load a valid application program.

9013 Head voltage

Status Faulty 5 V print head supply voltage. Possible causes are:

- *Only AP 5.4*: Printhead was connected to the wrong connector on the CPU board.
- Short circuit, possibly is the printhead defective.

Measure

➔ *Only AP 5.4*: Check if the printhead is connected to the correct connector on the CPU board. Change the connector, if necessary.

➔ Replace the printhead

9014 Motor voltage

Status Faulty 45 V motor supply voltage. A possible cause is a short circuit, that is the printhead is defective.

Measure ➔ Replace the printhead

9015 Network init.

Status Error during the network initialization.

Measure ➔ Contact your network administrator.

9016 DHCP Failed

Status DHCP failed. This may happen, if parameter INTERF. PARAM. > ETHERNET PARAM. > IP Adressassign is set to *DHCP*, but no IP-address can be drawn.

Measure ➔ Contact your network administrator.

9017 RTC read failed

Status Error, while trying to read the realtime clock (RTC). Happens, if an Easy-Plug command to read out the RTC is sent, but no RTC is built in.

Measure ➔ Check, if the printer is supplied with a RTC. To do so, print a status printout.

❍ See parameter INFO PRINTOUT > Printer status

You find the actual date on the printout, below the header „Systemversion“, if a RTC is installed.

➔ Check, if the error occurs repeatedly or sometimes.

If it occurs repeatedly:

➔ *AP 5.4*: replace the CPU board.
64-xx / ALX 92x / DPM / PEM: Replace the RTC. If the error still occurs, replace the CPU board.

❍ If the error occurs sometimes, please refer to the notes in section General software errors 🗋.

9018 #!CA wrong Pos.

Status The #!CA command is placed at an inadmissible position – the Easy-Plug interpreter can not proceed the command at this position (e. .g during the loading of files onto a memory card).

Measure ➔ Call the #!CA command at an admissible position.

9020 Param. ID wrong

Status A not existing parameter ID was used**.**

Measure ➔ Correct the parameter ID.

9022 No network link

Status This message can only occur, if the Ethernet address assign is set to DHCP. The cause is nearly always a badly connected network connector.

Measure ➔ Check, if the network connector is plugged in properly.

9023 Filename: Functionname() Line: xxx

Status This status message indicates a software error. The error source is located in the source file “Filename” in function “Functionname()” in line xxx.

Measure ➔ Switch device off and on again.

If the error occurs repeatedly:

➔ Contact the manufacturer.
When doing so, it is important to be able to reproduce the error. Gather the following informations before calling the technical support of the manufacturer:
-- Displayed information about the error source
-- Label layout, logfiles, etc. as described in chapter Unspecific errors

9024 Not possible !

Status Detecting the material length (a function, which is normally used with MLI) is not possible, because a printjob is currently processed.

Measure ➔ Retry as soon as the printjob is processed.

9030 Log file:CF full

Status An attempt to store data on the memory card was not successful, because of a full card.

Measure ➔ Clear some storage space on the memory card, or
➔ Insert an empty memory card.

9031 Log file: nnnn

Status File access error. *nnnn* = error code of the operating system.

Measure ➔ Repeat the operation, which led to this message. If it comes to this message repeatedly, send a message to the Technical Support, including the error code.

9032 EP file log stop

Status Internal error during Easy-Plug file logging (SPECIAL PARAMETER > EasyPl. file log).

Measure ➔ Repeat operation. If the error occurs repeatedly: switch off the file logging.

➔ Use parameter SPECIAL PARAMETER > EasyPl. file log only for error analysis purposes. Using the parameter in continous operation can cause error messages, which are hard to understand.

9034 Use min 16MB RAM

Status The printer has not enough RAM. The applied firmware version needs at least 16 MB RAM for faultless operation.

Measure ➔ Extend the pritners RAM.

9035 No printpr. stop

Status This status message may appear during the loading of new firmware onto the H8 (64 Bit) or onto boards, which are connected to the H8 (e.g. Applikator Interface).

Measure ➔ Switch the printer off and on again and retry the firmware loading.

9036 DMA switch off

Status An error status of the DMA controler was discovered, which can only be cured by switching off the device.

A reset is not sufficient!

Measure ➔ Switch the device off and on again.

9100-9119 Messages during firmware update

9100 Invalid format

Status Occurs during a download. The sent data is faulty, e. g. regarding an

- invalid data format
- invalid check sum
- invalid address
- invalid record type

Measure ➔ Switch printer off and on again. Check the download data.

9101 Invalid Header

Status Occurs during a download. The sent files have a format error in the header.

Measure ➔ Switch printer off and on again. Check the download data.

9102 Inv.Board Rev.

Status Occurs during a firmware download. The sent firmware does not match the *version* of the CPU board.

Measure ➔ Switch printer off and on again. Check the download data.

9103 Inval. firmware

Status Occurs during a firmware download. The sent firmware does not match the installed CPU board.

Measure ➔ Switch printer off and on again. Check the firmware file.

9104 Inv. Data Size

Status Occurs during a download. The size of the sent data doesn´t match the file size indicated in the header.

Measure ➔ Switch printer off and on again. Check the download data.

9107 Flash Overflow

Status Occurs during a download. The flash memory on the CPU board is full. No more data can be loaded.

Measure ➔ Switch printer off and on again.

9108 Flash Ovf. Diag.

Status Occurs during a download. The flash memory on the CPU board has not enough free memory space left for diagnose data.

Measure ➔ Delete data blocks in the flash memory or reduce max. size of the diagnose data.

9109 Flash Ovf. Params.

Status Occurs during a download. The flash memory on the CPU board has not enough free memory space left to store the current parameter settings.
After a restart, the parameters are set to “Factory setting”.

Measure ➔ Delete data blocks in the flash memory.

9110 Flash Write Err.

Status Occurs during a download. The flash memory can´t be accessed for writing.

Measure ➔ Switch printer off and on again.

9111 PIC Update Fail.

Status Occurs during a firmware update or a PIC-controlled device, if the update failed.

Measure ➔ Switch printer off and on again.

9112 PIC missing

Status Occurs during a firmware update of a PIC-controlled device, if no such device was found.

Measure ➔ Check the configuration.
The status message is cancelled automatically. The download continues.

9113 RFID Update Fail.

Status Occurs during a firmware update of a RFID module, if the update failed.

Measure ➔ Switch printer off and on again.

9114 RFID missing

Status Occurs during a firmware update of a RFID module, if no such device was found.

Measure ➔ Check the configuration.
The status message is cancelled automatically. The download continues.

9115 AWID missing

Status Occurs during a firmware update of an AWID RFID module, if a RFID module of another manufacturer was found.

Measure ➔ Check the configuration.
The status message is cancelled automatically. The download continues.

9116 Ser. Disp. Missing

Status Occurs during a firmware update of a serial operation panel, if no such device was found.

Measure ➔ Check the configuration.
The status message is cancelled automatically. The download continues.

9117 Device Unknown

Status Occurs during a firmware update, if the device information in the header is missing.

Measure ➔ Switch printer off and on again. Check the configuration.

9118 H8 Update Fail.

Status The update of a H8 device failed.

Measure ➔ Switch printer off and on again.

9119 H8 missing

Status Occurs during a firmware update of a H8 device, if no such device was found.

Measure ➔ Check the configuration.
The status message is cancelled automatically. The download continues.